

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
504 - Texas State Board of Dental Examiners
Fiscal Year 2019
1/3/2019

Agency code: 504

Agency name: Texas State Board of Dental Examiners

Type/Strategy/Measure	2019 Target	2019 Actual	2019 YTD	Percent of Annual Target	Target Range
Output Measures					
<u>1-1-1 COMPLAINT RESOLUTION</u>					
1 COMPLAINTS RESOLVED					
Quarter 1	1,000.00	227.00	227.00	22.70 %	200.00 - 300.00
<u>1-1-2 PEER ASSISTANCE PROGRAM</u>					
1 # IN PEER ASSISTANCE PROGRAM					
Quarter 1	85.00	40.00	40.00	47.06 % *	80.75 - 89.25
<u>Explanation of Variance:</u> The Peer Assistance program has people participating in it year round. The program usually has 3 to 8 new participants each quarter; therefor, TSBDE anticipates this measure will be within the acceptable range by the third quarter.					
<u>1-2-1 LICENSURE/REGISTRATION/CERT</u>					
1 # LICENSES ISSUED: DENTISTS					
Quarter 1	975.00	141.00	141.00	14.46 % *	195.00 - 292.50
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving and dentists graduate from school primarily in May and are licensed thereafter.					
2 NUMBER LICENSES RENEWED: DENTISTS					
Quarter 1	14,525.00	4,908.00	4,908.00	33.79 % *	2,905.00 - 4,357.50
<u>Explanation of Variance:</u> TSBDE is expected to exceed the target range for this measure.					

* Varies by 5% or more from target.

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3 # LICENSES ISSUED: DH					
Quarter 1	775.00	132.00	132.00	17.03 % *	155.00 - 232.50
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving and dentists graduate from school primarily in May and are licensed thereafter.					
4 NUMBER LICENSES RENEWED: DH					
Quarter 1	11,025.00	3,770.00	3,770.00	34.20 % *	2,205.00 - 3,307.50
<u>Explanation of Variance:</u> TSBDE is expected to exceed the target range for this measure.					
5 # NEW REGISTRATIONS ISSUED: DA					
Quarter 1	7,175.00	1,047.00	1,047.00	14.59 % *	1,435.00 - 2,152.50
<u>Explanation of Variance:</u> TSBDE is awaiting receipt of self-query reports on applications it has received before approving and dentists graduate from school primarily in May and are licensed thereafter.					
6 # REGISTRATIONS RENEWED: DA					
Quarter 1	36,850.00	9,405.00	9,405.00	25.52 %	7,370.00 - 11,055.00

Efficiency Measures1-1-1 COMPLAINT RESOLUTION

1 AVG TIME/COMPLAINT RESOLUTION

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Efficiency Measures

1 AVG TIME/COMPLAINT RESOLUTION

Quarter 1	330.00	483.00	483.00	146.36 % *	313.50 - 346.50
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Explanation of Variance: Although there has been a significant improvement from the previous quarter, the agency did not achieve the target goal for 1Q. The changes in supervisory positions for the legal and enforcement divisions, as well as the use of investigators for the anesthesia inspections has resulted in an increase in the days to case resolutions. Several changes have been put into place to aggressively reach our goal and we expect to see an improvement within fiscal year 2019.

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